

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1081

TITLE: ASSISTANT DIRECTOR, DEPARTMENT OF PUBLIC SAFETY
COMMUNICATIONS

GRADE: S-31

DEFINITION:

Under direction, assists the director in the planning, direction and administration of the department; administers and oversees the daily operations of the 9-1-1 Dispatch Operations Bureau **or** the Support Services Bureau; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This class is distinguished from the Director of the Public Safety Communications Center in that the Director provides overall direction, management and final oversight of the Center, whereas the Assistant Director manages the day to day operations center **or** the administrative support functions for the department.

ILLUSTRATIVE DUTIES:

Assistant Director, 9-1-1 Dispatch Operations

Provides assistance to the Director to plan, develop and direct the operations and programs of a mission critical 27/7/365 operation;

Oversees operational supervisors and provides leadership and management of personnel;

Establishes service delivery standards/protocols and ensures implementation;

Responsible for maintaining established operations floor performance standards and ensuring development of center staff;

Ensures effective 9-1-1 and related public safety service operations;

Assistant Director, Support Services Bureau

Provides assistance to the Director to plan, develop and direct the operations and programs of the department;

Oversees major administrative functions and provides leadership and management to include information systems, finance and budgetary, purchasing, non-DPSC academy training and human resources responsibilities;

Provides consultation on strategic planning, organizational development and employee development;

Interfaces with central County staff departments, such as Department of Management and Budget, Department of Human Resources, Department of Finance, Department of Information Technology and Department of Purchasing and Supply Management for seamless collaboration; Establishes program policy, develops and manages the budget for the department.

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REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Assistant Director, 9-1-1 Dispatch Operations Bureau

Extensive knowledge of response procedures for Police, Fire-Rescue and Emergency Medical Service (EMS);

Thorough knowledge of 9-1-1, computer-aided dispatch (CAD), radio communications, and telephony systems that support public safety activities;

Knowledge of methods of planning and evaluation;

Thorough knowledge of Federal, State, and County laws and regulations affecting DPSC operations;

Thorough knowledge of county and regional policies and procedures affecting DPSC operations;

Thorough knowledge of applicable Federal Communications Commission (FCC) and Department of Transportation (DOT) rules and regulations affecting public safety communications and standards promulgated by applicable Law Enforcement, Fire-Rescue-EMS and public safety communications professional associations;

Assistant Director, Support Services Bureau

Knowledge of the principles and practices of public administration, including organizational development, human resources, training, budgeting, information systems and management analysis to include knowledge of State and Federal laws and regulations affecting the same;

Applicable to both Assistant Directors

Ability to manage staff and operations using performance measurements;

Ability to analyze complex issues, processes and operations and develop solutions;

Ability to present written or oral recommendations, both internally and to the public at large;

Ability to create strategies and plans for achieving the long term vision;

Ability to identify, develop, market, implement and manage change;

Ability to communicate effectively with individuals and groups in a diverse workforce and community;

EMPLOYMENT STANDARDS:

For the Assistant Director of Dispatch Operations Bureau:

Any combination of education, experience and training equivalent to:

Graduation from an accredited four-year college or university with a bachelor's degree in public administration, business administration, criminal justice, fire science or a related field;
PLUS five of experience working in a 9-1-1 public safety communications center, including three years of supervisory experience.

For the Assistant Director of Support Services Bureau:

Any combination of education, experience and training equivalent to:

Graduation from an accredited four-year college or university with a bachelor's degree in public administration, business administration, criminal justice, fire science or a related field;

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PLUS five years of professional work experience within human resources, budgeting and financial management, contract administration and information systems.

CERTIFICATES AND LICENSES REQUIRED:

The Assistant Director of the Dispatch Operations Bureau will be required to obtain certification from the Virginia Criminal Information Network (VCIN) within six months of appointment.

NECESSARY SPECIAL REQUIREMENTS:

Must successfully complete a criminal background investigation and a polygraph examination and credit check prior to appointment; Must be able to perform essential job functions (reasonable accommodation may be made on a case-by-case-basis); Must have never committed, been involved in, or been convicted of, a felony or serious misdemeanor.

ESTABLISHED: May 20, 2009